



STATE OF CALIFORNIA  
Department of Forestry and Fire Protection  
EXAMINATION ANNOUNCEMENT  
DISPATCHER-CLERK  
OPEN



CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER - EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.  
CR50-1660 6FS01

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE, BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

DEPARTMENTAL FOR	Department of Forestry and Fire Protection
POSITIONS EXIST	Statewide
WHO SHOULD APPLY	Applicants who meet the minimum qualifications. This is an open examination. Applications will NOT be accepted on a promotional basis.
HOW TO APPLY	Examination Application STD. 678 must be filed with the Department of Forestry and Fire Protection by mail to <b>P.O. Box 944246, Sacramento, California 94244-2460, attention Examination Unit</b> , or in person at 1300 U Street, Sacramento, California.
FINAL FILING DATE	Applications must be postmarked no later than <b>April 6, 2006</b> . Applications postmarked after the final filing date will not be accepted for any reason.
EXAMINATION DATES	Performance Test: It is anticipated that the performance test will be held during <b>May/June 2006</b>
SALARY RANGE	\$2589 - \$3147
SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the application. You will be contacted to make specific arrangements.
ELIGIBLE LIST INFORMATION	A departmental eligible list will be established for the Department of Forestry and Fire Protection. This list will be abolished 24 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	<p>All applicants must meet the education and/or experience requirements for this examination by <b>April 6, 2006</b>, the final filing date.</p> <p><b>NOTE:</b> Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.</p> <p>All applications/resumes must include "from" and "to" employment dates (month/day/year), time base, and applicable civil service class titles. Applications/resumes received without this information will be rejected.</p>
MINIMUM QUALIFICATIONS	<p>Scope:</p> <p>Ability to:</p> <ol style="list-style-type: none"><li>1. Type at a speed of 40 words per minute.</li><li>2. Communicate effectively.</li><li>3. Use proper grammar.</li><li>4. Spell correctly.</li><li>5. Read and write English at the level required for successful job performance.</li><li>6. Follow oral and written directions.</li><li>7. Think and act independently, decisively, and quickly in emergency situations.</li><li>8. Analyze situations accurately and take effective action.</li></ol>

(Continued on reverse side)

**Dispatcher-Clerk  
(Cont'd.)**

**MINIMUM  
QUALIFICATIONS  
(Cont'd.)**

9. Accurately and effectively relay information.
  10. Multi-task.
  11. Function in a highly structured chain of command environment.
  12. Work cooperatively with supervisors, peers, cooperators, and the general public.
  13. Work in a rapidly changing environment.
  14. Function within a computerized windows environment.
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**POSITION DESCRIPTION**

A Dispatcher-Clerk operates radios to transmit critical and non-critical information to and from the field units; monitors and dispatches units on multiple radio frequencies; dispatches units on various radio frequencies such as aircraft, fire apparatus, EMS equipment, law enforcement, or other equipment to incident locations as needed; receives emergency calls requesting assistance and dispatches appropriate equipment by radio and/or telephone; makes telephone requests to cooperating agencies (e.g., CalTrans, law enforcement, county agencies, etc.) for service or assistance; types information received by radio and telephone, as required, enters it into computer aided dispatch to initiate, track, or maintain records of service for incidents; receives and disseminates by radio, fax, or telephone emergency information, (e.g., fire and flood) to various governmental agencies, newspapers, and other organizations as well as the general public; performs clerical work including general typing, filing, maintenance of the database, and prepares reports and records using various computer programs; interviews and/or interrogates callers regarding emergency specific information and provides necessary pre-arrival instructions and/or information; assists callers with general information; prioritizes radio and telephone traffic to provide assistance to the most emergent call first; works long hours under stressful conditions; may respond to large emergencies throughout the state to work in a support function.

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**EXAMINATION  
INFORMATION**

The examination will consist of a performance test weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the performance test. **COMPETITORS WHO DO NOT APPEAR FOR THE PERFORMANCE TEST WILL BE DISQUALIFIED.**

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**PERFORMANCE TEST  
(Weighted 100%)**

Scope:

Ability to:

1. Communicate effectively.
  2. Read and write English at the level required for successful job performance.
  3. Follow oral and written directions.
  4. Think and act independently, decisively, and quickly in emergency situations.
  5. Analyze situations accurately and take effective action.
  6. Accurately and effectively relay information.
  7. Multi-task.
  8. Work cooperatively with supervisors, peers, cooperators, and the general public.
  9. Work in a rapidly changing environment.
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**SPECIAL  
REQUIREMENT**

Applicants for Dispatcher-Clerk must be able to type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material. This requirement will be verified at the time of any job offer as a result of successful placement on the resulting employment list.

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**SPECIAL PERSONAL  
CHARACTERISTICS**

Willingness to perform work requiring irregular hours including night shifts, weekends and holidays; voice well modulated for radio transmission; clear enunciation; orderliness; emotional stability; and normal hearing.

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**ADDITIONAL  
DESIRABLE  
QUALIFICATIONS**

Education equivalent to completion of the twelfth grade and clerical experience or related military experience.

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**VETERANS'  
PREFERENCE CREDITS**

Veterans' preference credits will be added to the final score for all competitors who are successful in this examination and who qualify for, and have requested these points. **VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' CREDITS.**

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**CAREER CREDITS**

Career credits are not granted in open examinations.

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**CONFIDENTIALITY AND  
SECURITY**

Pursuant to Government Code Sections 19680(c) and 19681(b) it is unlawful to copy and/or furnish confidential examination material for the purpose of either improving or injuring the chances of any person or to obtain examination questions or other examination material before, during, or after an examination. Every person violating these provisions is guilty of a misdemeanor, and adverse action will be pursued. This may result in the person being barred from competition in future examinations, withheld from certification lists, or cancellation of eligibility for employment in state civil service.

## GENERAL INFORMATION

**For an examination** without a written feature it is the candidate's responsibility to contact the Examination Unit of the Department of Forestry and Fire Protection, (916) 445-7824, three weeks after the final filing date if he/she has not received a progress notice.

**If a candidate's notice** of written examination or oral interview fails to reach him/her prior to the day of the written test or interview due to a verified postal error, he/she will be rescheduled upon written request.

**Applications** are available at State Personnel Board offices, local offices of the Employment Development Department, and the Department of Forestry and Fire Protection.

**If you meet the requirements**, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**The Department of Forestry and Fire Protection** reserves the right to revise the examination plan to better the needs of the service if the circumstances under which this examination was planned changed. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**Examination Locations:** Ordinarily, qualifications appraisal interviews are scheduled in Sacramento and Riverside. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged onto the appropriate lists in order of final test scores (except as modified by veterans' preference credits) regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

**Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235 and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of the State Personnel Board in Sacramento.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

**Interview Scope:** If an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plan for self-development; and the progress he/she has made in his/her efforts toward self-development.

**Veterans' Preference Credits:** California law allows granting of veterans' preference credits in open entrance examinations and open-nonpromotional exams. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans; and 15 points for disabled veterans. Credit in open-nonpromotional examinations is granted as follows: 5 points for veterans; and 10 points for disabled veterans. Directions for applying for veterans' preference credits are on the Veteran Preference Application (Form 1093) which is available from State Personnel Board offices, written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001.

**Career Credits:** In open-nonpromotional examinations, career credits are granted to: 1) state employees with permanent civil service status, 2) full-time employees of the state who are exempt from state civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in or are graduates of the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code Section 3513. Competitors not currently employed in state civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the Examination Application form STD. 678. (Section 4 of Article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento, California.)

**High School Equivalence:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device

1 (800) 735-2929 (TT/TDD) 1 (800) 735-2922 (Voice)

STS is Speech-to-Speech Service for persons with a speech disability and is reachable at

1 (800) 854-7784 (California) or 1 (800) 947-8642 (Nationwide)